

Sect.	Agency/ Program	Overall Program Score	Prog. Perf.	Prog. Deliv.	Program Comp.	Client Satisf.	Plan of Action Req?	Fiscal Year	Comments
HHS	UCSF - Alliance Health Project (MH)								
	UCSF Alliance Health Project Outpatient Mental Health	4 - Commendable/ Exceeds Standards	3 - Acceptable/ Meets Standards	4 - Commendab le/Exceeds Standards	4 - Commendab le/Exceeds Standards	4 - Commendab le/Exceeds Standards	No	FY19-20	Program met 83% of contracted performance objectives, 90% of contracted units of service, and 80% of contracted unduplicated client target. Client satisfaction results were analyzed and discussed by staff. Program commended for huge success in condom distribution. Program

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BHS	UCSF SFGH Clinical Practice Group (Citywide)								
	Citwide Linkage (includes Citywide Community Response Team)	FY 19-20 scoring suspended due to COVID response.	NA	NA	NA	NA	No	FY19-20	Program met 97% of contracted performance objectives and 104% of contracted units of service. Client satisfaction results were analyzed and discussed by staff. Program commended for improvement on performance objectives from FY18-19.
	HMIOT	Not monitored							
	Citywide NOVA	FY 19-20 scoring suspended due to COVID response.	NA	NA	NA	NA	No	FY19-20	Program met 57% of contracted performance objectives and 82% of contracted units of service. Program failed to achieve many of its contracted performance objectives compared to FY18-19. Program cited staff turnover as reason for lower performance.

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BHS	UCSF SFGH Clinical Practice Group (Citywide)								
	Citywide Roving Team	FY 19-20 scoring suspended due to COVID response.	NA	NA	NA	NA	No	FY19-20	Program met 78% of contracted performance objectives and 99% of contracted units of service. Program analyzed and discussed client satisfaction results with staff. Program slightly improved on performance objectives over FY18-19.
	Citywide Services for Supportive Housing	FY 19-20 scoring suspended due to COVID response.	NA	NA	NA	NA	No	FY19-20	Program met 78% of contracted performance objectives and 94% of contracted units of service. Program analyzed and discussed client satisfaction results with staff. Program commended for improvement on performance objectives from FY18-19.
	Citywide Assisted Outpatient Treatment	FY 19-20 scoring suspended due to COVID response.	NA	NA	NA	NA	No	FY19-20	Program met 100% of contracted performance objectives and 336% of contracted units of service. Client satisfaction return rate <50%. Program indicated low return rate indicative of clients who are not in the program voluntarily.

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	Citywide STOP & Citywide SUD ICM	FY 19-20 scoring suspended due to COVID response.	NA	NA	NA	NA	No	FY19-20	Program met 81% of contracted performance objectives and 33% of contracted units of service. Client satisfaction exempted.
	DHS Pre-Trial Felonly MH Division Program	Not monitored							According to program it did not enroll clients until August 2020, there is no data to provide for objectives or deliverables.

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BHS	UCSF Citywide Employment Program (CEP)								
	UCSF GROWTH Project	FY 19-20 scoring suspended due to COVID response.	NA	NA	NA	NA	No	FY19-20	Program met 95% of contracted performance objectives and 81% of contracted units of service. Client satisfaction results were analyzed and discussed by staff. Program improved on performance objectives from FY18-19. Program achieved high client satisfaction (4.8/5).
	UCSF Café & Catering Services	FY 19-20 scoring suspended due to COVID response.	NA	NA	NA	NA	No	FY19-20	Program met 100% of contracted performance objectives and 28% of contracted units of service. Client satisfaction results were analyzed and discussed by staff. Program improved on performance objectives from FY18-19. Program achieved high client satisfaction (9.6/10).

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HHS	Shanti Project								
	Shanti Project - Emotional and Practical Support	4 - Commendable/ Exceeds Standards	4 - Commendab le/Exceeds Standards	3 - Acceptable/ Meets Standards	4 - Commendab le/Exceeds Standards	4 - Commendab le/Exceeds Standards	No	FY19-20	Program met 100% of contracted performance objectives, 87% of contracted units of service, and 76% of contracted unduplicated client target. Client satisfaction results were analyzed and discussed by staff. Program commended for huge success in condom distribution. Program commended for continuing to serve clients during COVID-19 shelter in place restrictions
	Shanti Project - Senior Support Survivors Program	4 - Commendable/ Exceeds Standards	4 - Commendab le/Exceeds Standards	3 - Acceptable/ Meets Standards	4 - Commendab le/Exceeds Standards	4 - Commendab le/Exceeds Standards			Program met 100% of contracted performance objectives, 77% of contracted units of service, and 90% of contracted unduplicated client target. Client satisfaction results were analyzed and discussed by staff.